

Maricopa County HRC Minutes
10/22/07
Approved as corrected 11/26/07

Member's Present

Kim Charrier, Sherri Walton, Tammy Wray, Eric Benjamin, Jack Potts
Craig Carter by phone.

Members Not Present

Ron Manoogian, Jeff Trollinger

RBHA/ADHS Staff

Margery Sheridan, Chief, Bureau for Consumer Rights
Karen Smith, HRC Coordinator
Rose Gomez-Cox, Magellan HRC Liaison

Call to Order

The meeting was called to order at 4:10pm however there was not a quorum present until 4:15 pm.

Guest Speaker

The guest speaker was Dr. Greg Gale, Adult Medical Director for Magellan Health Services. He announced that Dr. Carson was out of town and Andrea Harding had resigned so he was "filling in".

Sherri summarized the main points the committee had asked about for Dr Gale:

Petitions General Issues

Magellan Philosophy on Court Ordered Treatment
Concerns about why Petitions have been "dropped" in the past

Dr. Gale stated that Magellan was aware that the UPC was not running as well as they wanted it to function. He stated that the administration is considering what improvements are needed and how to implement them. One goal is to hire a Medical Director for UPC.

He noted that historically he was aware that petitions were often "dropped" because behaviors were attributed to Substance Abuse or Developmental Disabilities. He stated that if an individual at UPC requires treatment for psychosis, the person will be treated. The committee requested data that had previously been submitted by ValueOptions regarding the number of requests for COE's that were reviewed, how many were dropped and why, and the number of consumers whose petitions were dropped that returned to UPC over a 30 day period, how many consumers whose petitions were dropped were incarcerated within 30 days of the petition being dropped, and how many petitions were declined.

Dr. Potts commented that historically many petitions were dropped due to individual's substance use. He also asked Dr. Gale's opinion on pending legislature to change the statute so psychologists could be one of the examiner's for COT. Dr. Gale was not familiar to with the proposed legislation.

Kim Charrier stated that Phoenix PD had noted some problems with the sharing of information regarding individuals with whom they were working since September 1st. There was a question about what phone number the PD could use to access information quickly and it was noted that this information had been available through the previous RBHA. Rose agreed to set up a meeting with MCRN, mobile teams, and UPC to discuss and provide suggestions to resolve the barriers PD is currently experiencing. If the meeting agenda also includes issues with the petitioning process, Dr. Potts suggested that family members who had experienced problems with the petitioning process be invited to the meeting.

Dr. Gale provided his contact information:

glgale@magellanhealth.com

602-797-8332 Office

602-565-1066 Mobile

Chair's Report

Sherri distributed the S & R summary report. She asked the committee for their comments regarding how to best utilize the information in the report. An extended discussion followed about the how to use the report, additional information needed in the report, the value of having the actual redacted reports in addition to the summary, and the outcomes/trends that the committee would track. Questions were raised regarding the committee's responsibility in reviewing the reports, how can the committee determine if multiple entries refer to the same individual, the timeliness of the reports, and the fact that the summary does not contain adequate information to trend S & R activities or to determine if a rights violation has occurred.

Dr. Potts moved that the committee identify specific reports they consider problematic in this summary dated 9/10/07 and request redacted hard copies of the reports identified.

Tammi seconded the motion. Motion passed

Sherri met with Magellan's Grievance and Appeal Manager. Copies of all Grievance and Appeals will be provided to the committee as required in R-9-21, Article 4 when the database is perfected so that Personal Healthcare Information can be redacted.

Special Assistance List was distributed. A brief discussion was conducted about the meaning of special assistance and the provider manual section on Special Assistance was distributed. It was recommended that OHR provide training on Special Assistance. Karen told the committee that the Special Assistance list provided by OHR would include the information needed about where the individuals reside and who is assigned as the advocate. Sherri agreed to resubmit her plan to continue to ensure these lists are stored in a secured storage area in order for the OHR to provide the information to the committee.

She said that she had submitted this information in the past, but Karen asked that she resubmit it.

Sherri reported that Magellan had contracted with RxAmerica for pharmacy benefits. Sherri said that she was aware of problems being reported in the transition to the new benefit program. Prior authorizations were one area of concern. RxAmerica is reporting that the current funding is inadequate. ValueOptions reportedly said that the average cost for medications was \$11.10 per person per month.

Tammi stated that the timeliness of jail evaluations has improved since last months meeting. Sherri noted that Rose had been helpful in seeking resolution for this issue. Tammi asked if a person under R-11 could be forced to take medications. Discussion followed and additional questions were raised regarding the status of individual clients. This issue will be added to next months agenda.

Sherri reviewed the letter outlining the changes in organizational structure in the Clinical Services area of DBHS. The Network and Grants bureaus will be reporting to Mike Fronske and the clinical areas to Dr. Nelson. Christy Dye will be assigned to special projects.

Magellan Health Services Update

Rose stated that the untimely evaluations at the jail were due to being understaffed. As noted previously, this situation has improved. She will also assist the committee in getting hard copies of the I & A reports and the S & R reports.

HRC Coordinators Report

Karen announced that the next Boards and Commissions Training is November 16. The AM session is on The Open Meeting Law and the afternoon session is Public Service Orientations/Ethics Training. Karen will e-mail the link to register for the training to committee members.

Karen also distributed recommendations for items to be included in an HRC annual report.

Karen gave Sherri a nomination form for Ms. Baily-Null. Sherri said she would follow up with this nomination.

Committee Workgroup Report

None

New Business

Agenda items will include: Magellan Update, Jail issues/forced medication, Update on UPC, Phone # for PD to contact Magellan, review of S & R reports.

Next Meeting

11/26/2007

221 E Indianola (Dr. Potts Office)

Phoenix, Az.